

Office of Citizen Complaint Review

www.occr.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$1,481,445	\$1,408,025	-5.0

The mission of the Office of Citizen Complaint Review is to provide the public with independent, fair, and timely review and resolution of complaints of misconduct against Metropolitan Police Department officers.

The Office of Citizen Complaint Review (OCCR) opened its doors to the public and began accepting complaints on January 8, 2001. The agency, which is independent of the Metropolitan Police Department (MPD), is charged with reviewing and resolving complaints of misconduct filed by citizens against MPD officers. A five-member Citizen Complaint Review Board (CCRB), of whom one is a member of the MPD, oversees the OCCR. The other four members, all citizen volunteers, have no current affiliation with any law enforcement agency. The

Mayor appoints the members of the CCRB subject to confirmation by the District Council.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Increase citizen awareness of the agency's purpose.
- Reduce the amount of time needed to make a final determination of a complaint filed.
- Identify changes in practices and policies that will reduce the level of misconduct in the Metropolitan Police Department.

Did you know...

Telephone	(202) 727-3838
Formal complaints received	318
Successful mediations cases	13

Where the Money Comes From

Table FH0-1 shows the sources of funding for the Office of Citizen Complaint Review.

Table FH0-1

FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	1,117	1,168	1,481	1,408	-73	-5.0
Total for General Fund	1,117	1,168	1,481	1,408	-73	-5.0
Gross Funds	1,117	1,168	1,481	1,408	-73	-5.0

How the Money is Allocated

Tables FH0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table FH0-2

FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	345	629	877	780	-97	-11.1
12 Regular Pay - Other	101	69	0	32	32	100.0
13 Additional Gross Pay	17	28	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	59	107	132	145	14	10.4
Subtotal Personal Services (PS)	523	833	1,009	957	-52	-5.1
20 Supplies and Materials	92	14	28	20	-7	-26.3
30 Energy, Comm. and Bldg Rentals	0	0	0	6	6	100.0
31 Telephone, Telegraph, Telegram, Etc	0	11	20	21	1	3.0
32 Rentals - Land and Structures	140	156	155	144	-11	-7.1
40 Other Services and Charges	103	74	61	112	50	81.7
41 Contractual Services - Other	177	58	186	126	-60	-32.2
70 Equipment & Equipment Rental	82	22	22	22	0	-0.7
Subtotal Nonpersonal Services (NPS)	594	336	472	451	-22	-4.6
Total Proposed Operating Budget	1,117	1,168	1,481	1,408	-73	-5.0

Table FH0-3

FY 2004 Full-Time Equivalent Employment Levels

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
General Fund						
Local Fund	13	12	19	19	0	0.0
Total for General Fund	13	12	19	19	0	0.0
Total Proposed FTEs	13	12	19	19	0	0.0

Gross Funds

The proposed budget is \$1,408,025, representing a decrease of 5.0 percent from the FY 2003 approved budget of \$1,481,445. There are 19 FTEs for the agency, representing no change from FY 2003.

General Fund

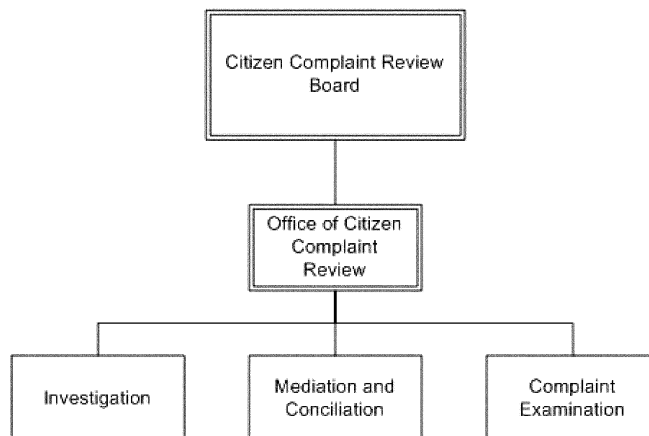
Local Funds. The proposed budget is \$1,408,025, representing a decrease of \$73,420 from the FY 2003 approved budget of \$1,481,445.

There are 19 FTEs funded by Local sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- Increased personal services costs by \$68,095 for pay increases offset by a decrease in nonpersonal services for supplies and contract costs.
- A net reduction of \$9,673 in nonpersonal services to reflect projected fixed costs.
- A decrease of \$119,676 in personal services reflecting gap-closing measures for FY 2004.
- A decrease of \$4,071 in nonpersonal services reflecting gap-closing measures for FY 2004.
- An increase of \$60,000 reflecting a mayoral enhancement for computer support and maintenance.

Figure FH0-1

Office of Citizen Complaint Review

Programs

The OCCR is authorized to review and resolve complaints against the police in five areas: (1) use of excessive or unnecessary force; (2) harassment; (3) discriminatory treatment; (4) retaliation; and (5) use of language or conduct that is insulting, demeaning, or humiliating.

The Office of Citizen Complaint Review carries out its mission through three major functions:

Investigation

The Investigation unit, staffed by OCCR investigators, evaluates the facts and evidence stemming from citizen complaints of misconduct against MPD officers.

Mediation

The Mediation process enables citizen complaints and accused police officers to resolve some disputes with the assistance of trained and experience mediators hired by OCCR.

Complaint Examination

The Complaint Examination function involves the use of qualified and impartial hearing officers hired by OCCR to determine the merits of investigated complaints that cannot be settled, or where mediation has failed.

In addition to these functions, CCRB is empowered to make policy recommendations to the Mayor, the District Council, and the Police Chief concerning those aspects of the management of the MPD that may have a bearing on police misconduct.

Agency Goals and Performance Measures

Goal 1: To investigate, conciliate/mediate, or adjudicate citizen complaints of misconduct against officers of the Metropolitan Police Department in an independent, fair and timely manner.

Citywide Strategic Priority Area(s): Making Government Work; Enhancing Unity of Purpose and Democracy

Manager(s): Philip K. Eure, Executive Director; Thomas E. Sharp, Deputy Director; John F. Keenan, Chief Investigator

Supervisor(s): Philip K. Eure, Executive Director

Measure 1.1: Percent of complainants who are contacted within three working days of filing a complaint

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	70	75	75	80
Actual	N/A	N/A	-	-	-

Measure 1.2: Percent of cases that are referred to mediation/conciliation within 30 days of their determination of eligibility

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	75	80	80	80
Actual	N/A	N/A	-	-	-

Measure 1.3: Percent of cases receiving action within 15 days of the completion of the investigation

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	75	80	80	80
Actual	N/A	N/A	-	-	-

Measure 1.4: Percent of determinations transmitted to the Police Chief within 15 days

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	100	100	100	100
Actual	N/A	N/A	-	-	-

Goal 2: Make recommendations to the Mayor, the Council, and the Police Chief concerning those aspects of the management of the Metropolitan Police Department that may bear on police misconduct, such as recruitment, training, evaluation, and discipline,

Citywide Strategic Priority Area(s): Making Government Work; Enhancing Unity of Purpose and Democracy

Manager(s): Philip K. Eure, Executive Director
Thomas E. Sharp, Deputy Director; John F. Keenan, Chief Investigator

Supervisor(s): Philip K. Eure, Executive Director

Measure 2.1: Number of briefings to the Mayor and/or his staff

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	4	4	4	4
Actual	N/A	6	-	-	-

Measure 2.2: Number of briefings to appropriate members of the D.C. Council and/or their staffs

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	4	4	4	4
Actual	N/A	7	-	-	-

Measure 2.3: Number of briefings for the Metropolitan Police Department and the Fraternal Order of Police

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	8	8	8	8
Actual	N/A	7	-	-	-

Goal 3: Actively engage in community outreach and increase public awareness of the agency's mission and role.

Citywide Strategic Priority Area(s): Strengthening Children, Youth, Families, and Elders;
Building Sustainable Neighborhoods

Manager(s): Philip K. Eure, Executive Director; Thomas E. Sharp, Deputy Director

Supervisor: Philip K. Eure, Executive Director

Measure 3.1: Number of community outreach efforts to diverse community groups

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	12	18	18	18
Actual	N/A	20	-	-	-

